

State of Washington Employment Security Department Input

A. Please list in priority order the following technologies and initiatives which are likely to have an increased focus in the next biennium (two years). Click and drag to the top to show priority order.

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- ☐ Budget and Cost Control
- ☐ Hire and Retain Competent IT Personnel
- ☐ Portal/ E-government
- ☐ Mobile Applications
- ☐ Virtualization: Server, Desktop/Client, Storage, Applications
- ☐ Cyber Security
- ☐ Cloud Computing
- ☐ Shared services
- ☐ Disaster Recovery/Continuity of Operations
- ☐ Social Media
- ☐ Data Center Consolidation
- ☐ Digital Literacy/ Augmentation of staff skills
- ☐ Open Government / Transparency / Open Data
- ☐ Governance
- ☐ Health Care
- ☐ Broadband and Connectivity
- ☐ Other: _____
- ☐ Other: _____

2A: Finance, Administration, Procurement and Human Resource Management

2A1. From an enterprise viewpoint, what is the status of the following initiatives and services?	A) Not in place	B) Reflected in ICT policy framework	C) At least one instance in place	D) Implemented in Multiple Agencies	E) Implemented at Enterprise Level	F) What year (if) substantially completed
2A1a. Financial Transparency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	—
2A1b. Open Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	—
2A1c. eProcurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	—
2A1d. Strategic Sourcing (provide specifics of existing process below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	—
2A1e. Online Employee Self-service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	—
2A1f. Unemployment Insurance Self-service	<input type="radio"/>	<input type="radio"/>	X	<input type="radio"/>	<input type="radio"/>	—
2A1g. Online payment process to conduct government business more efficiently	<input type="radio"/>	<input type="radio"/>	X	<input type="radio"/>	<input type="radio"/>	—
2A1h. Mission-critical systems identified	<input type="radio"/>	<input type="radio"/>	x	<input type="radio"/>	<input type="radio"/>	2013
2A1i. Business continuity plans in place for mission-critical systems	<input type="radio"/>	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2013
2A1j. Online Tax Revenue Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	—
2A1k. Other (specify): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	—
2A1l. Other (specify): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	—
2A1m. Other (specify): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	—

Next Generation Tax System

The legacy mainframe Unemployment Insurance (UI) tax system and related ancillary systems are being replaced by a modernized Next Generation Tax System (NGTS). This system is built on a modern Service Oriented Architecture utilizing Microsoft .Net platform. NGTS will account for and collect UI taxes within a framework that will provide consistent application of business rules and flexibility to modify those rules to accommodate changes in the law, regulation, or business practice. It is a \$62 million dollar project, the internal portion of which went live on March 12, 2014 and the external portion of which is scheduled to go live in August 2104. NGTS is the first phase of a modernization of all unemployment insurance systems that will result in a modern, unified Unemployment Tax and Benefits (UTAB) platform.

3A2. For Data Collection Only: Thinking about IT systems and infrastructure initiatives what are the Top 5 priorities for the coming biennium in the above-selected area?

- 3A2 - 1) NGTS
- 3A2 - 2) UTAB
- 3A2 - 3) Job Matching / Job Seeker Case Management
- 3A2 - 4) Claims Center Technology Upgrade
- 3A2 - 5) State Data Center Move

3A3. For Data Collection Only: What plans or processes are in place to support the above priorities?

Next Generation Tax System

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Unemployment Benefits Modernization (UTAB Phase 2)

The Employment Security Department has an aging mainframe benefits management platform that is costly, difficult to enhance and maintain, and increasingly unsuited to supporting the needs of a modern Unemployment Insurance (UI) program. Web-based claims applications have been added around the periphery of this pre-Internet system. The benefits modernization effort will leverage the existing technology platforms and workflows of the new NGTS tax system and claims center modernization to build an integrated, modernized platform that will increase claimant self-service capability.

Job Matching / Job Seeker Case Management Technology

ESD is developing plans for replacement technology to support job matching and case management for workforce development. The Department is exploring best of breed cloud-based and off-the-shelf platforms to provide a modernized online labor exchange that matches Washington job seekers with employers.

Claims Center Technology Upgrade

ESD is modernizing its Unemployment Insurance claims center voice technology platforms. The current system is based on a decade-old architecture with discreet components from multiple providers. The new system is an all-in-one, software based system that will allow ESD to save on integration costs as well as ongoing maintenance and troubleshooting of separate systems. The new system will result in improved system reliability through reduced complexity and increase ESD's ability to make changes to the system in response to a dynamic business environment.

State Data Center Move

Employment Security Department (ESD) is currently working on a project to move all core, mission critical infrastructure to a new data center by June 2015. This will include thirty-five cabinets of network switches, servers, storage, and other devices. During the planning and design phase, we will work to consolidate environments, websites, databases, servers, storage, and virtual server hosts in order to create a more stable environment that is less complicated. The goal is to decrease our physical footprint by 50% in order to save money and lessen the burden of ever-increasing hardware management.